

FIG. 1

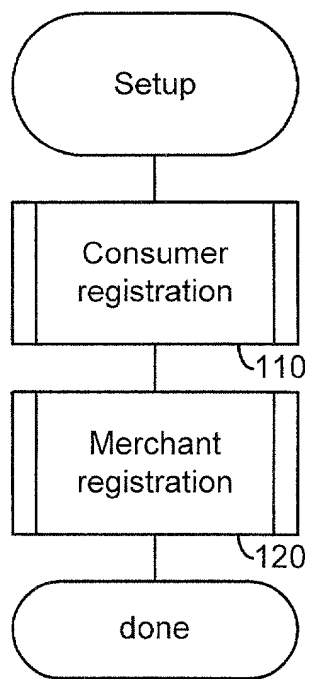


FIG. 2

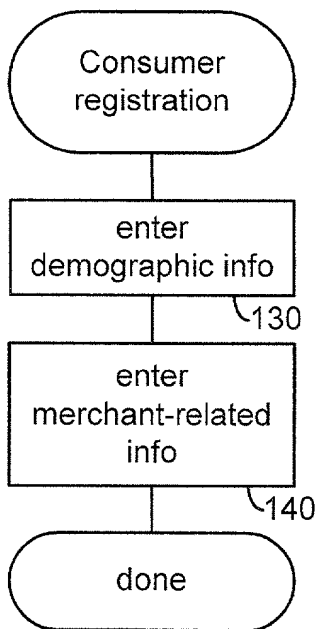


FIG. 3A

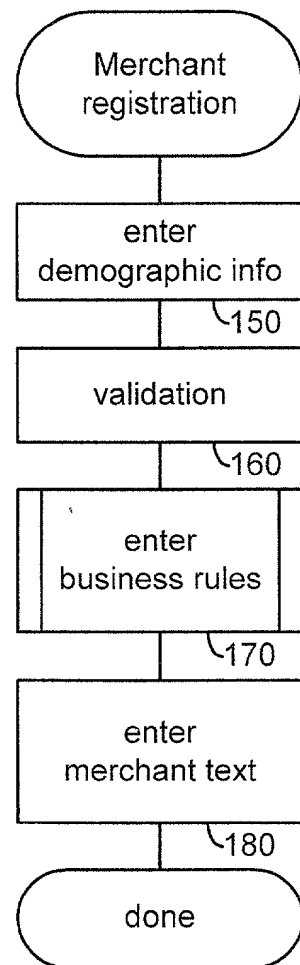


FIG. 4A

consumer registration I.D.
consumer's demographic info
consumer's system info
pointers to pending cases
list of processed cases
info for consumer's private record

210

FIG. 3B

merchant registration I.D.
merchant's demographic info
merchant's system info
pointers to pending cases
list of processed cases
pointer to merchant's public record

220

FIG. 4B

merchant registration I.D.
merchant's name, location, aliases
summary info
status of pending cases
status of processed cases

230

FIG. 4C

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if (PROBLEM_TYPE [& PROBLEM_PARAM])
then (SOLUTION_TYPE [& SOLUTION_PARAM])

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FIG. 4D

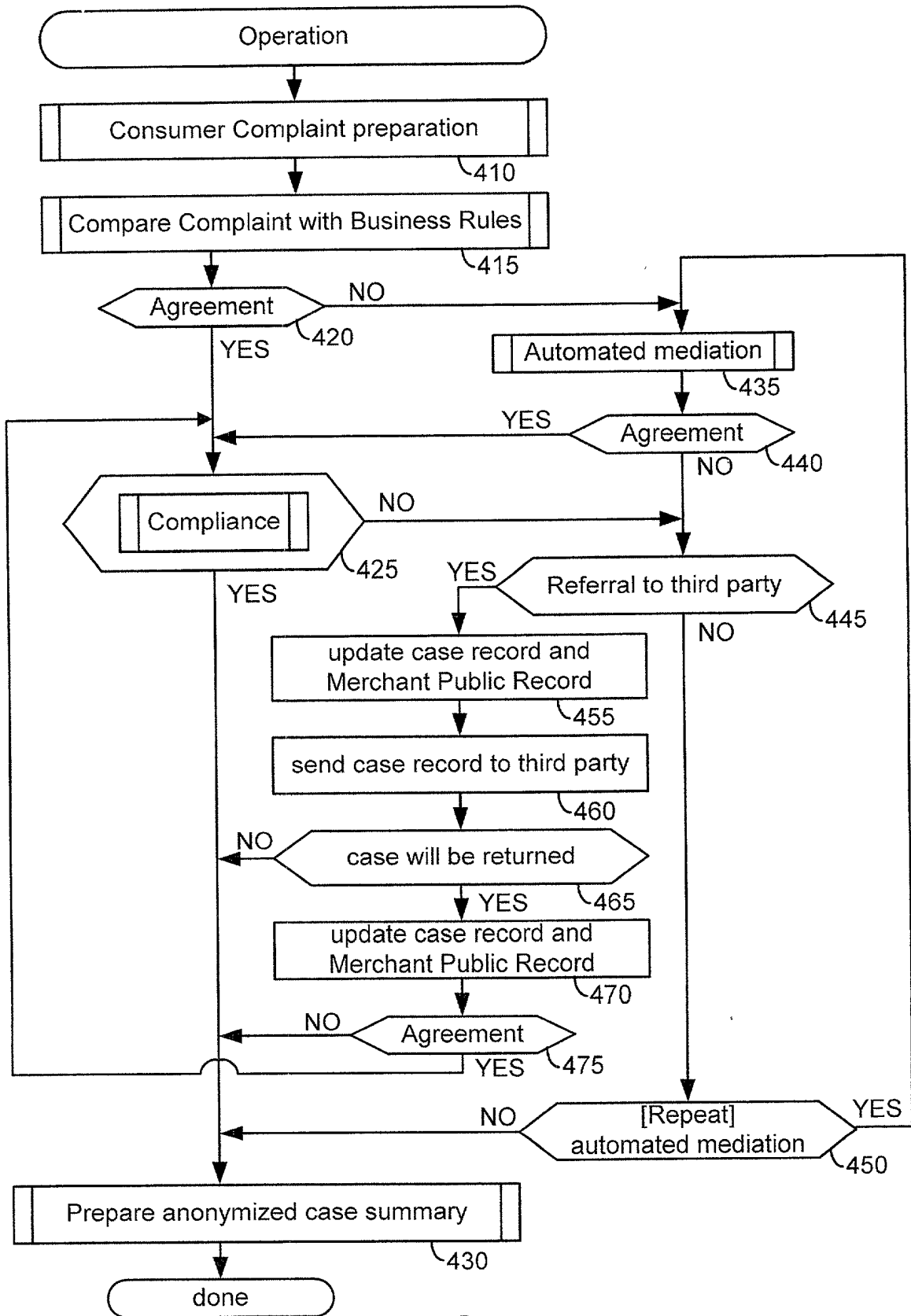


FIG. 5

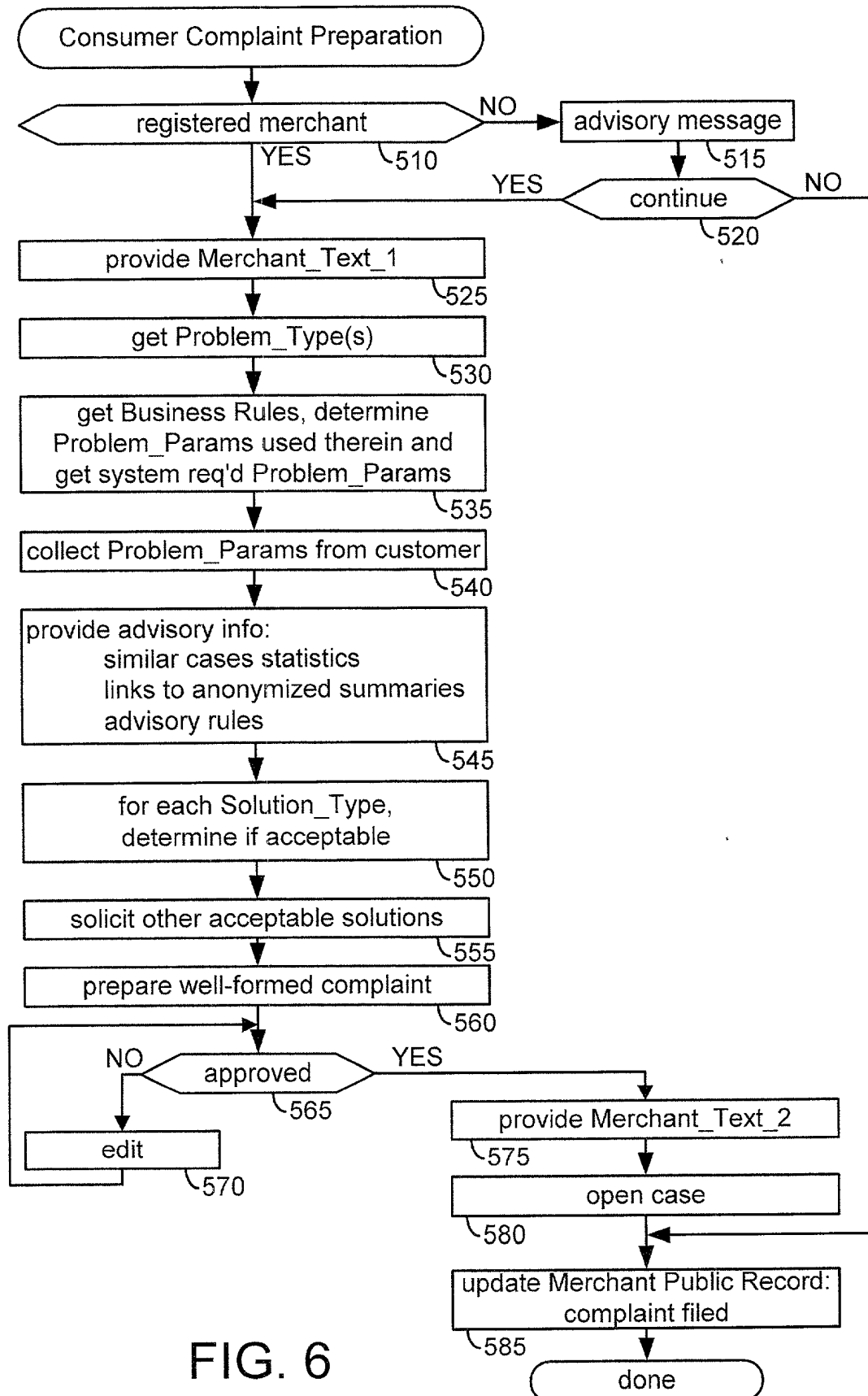


FIG. 6

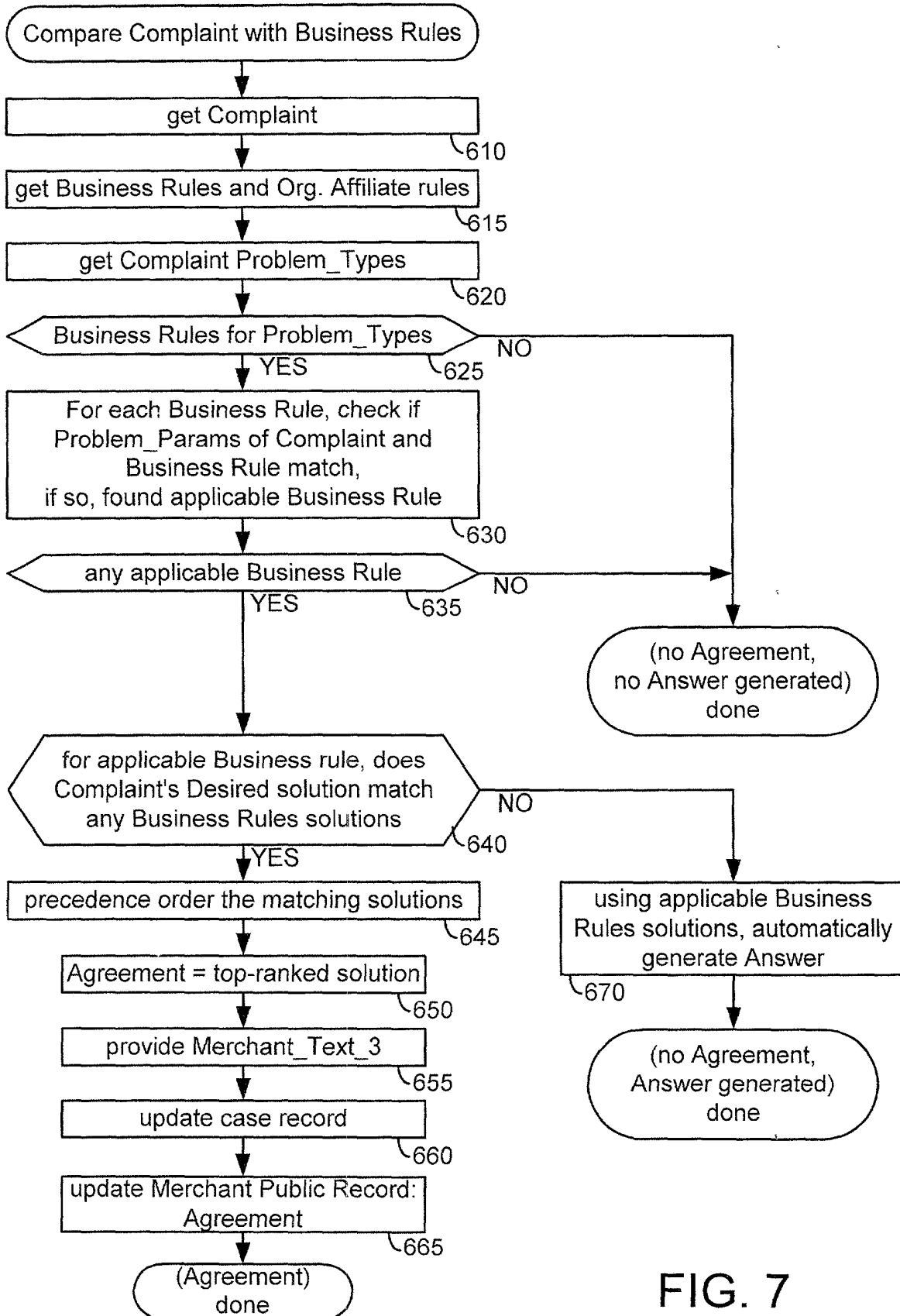


FIG. 7

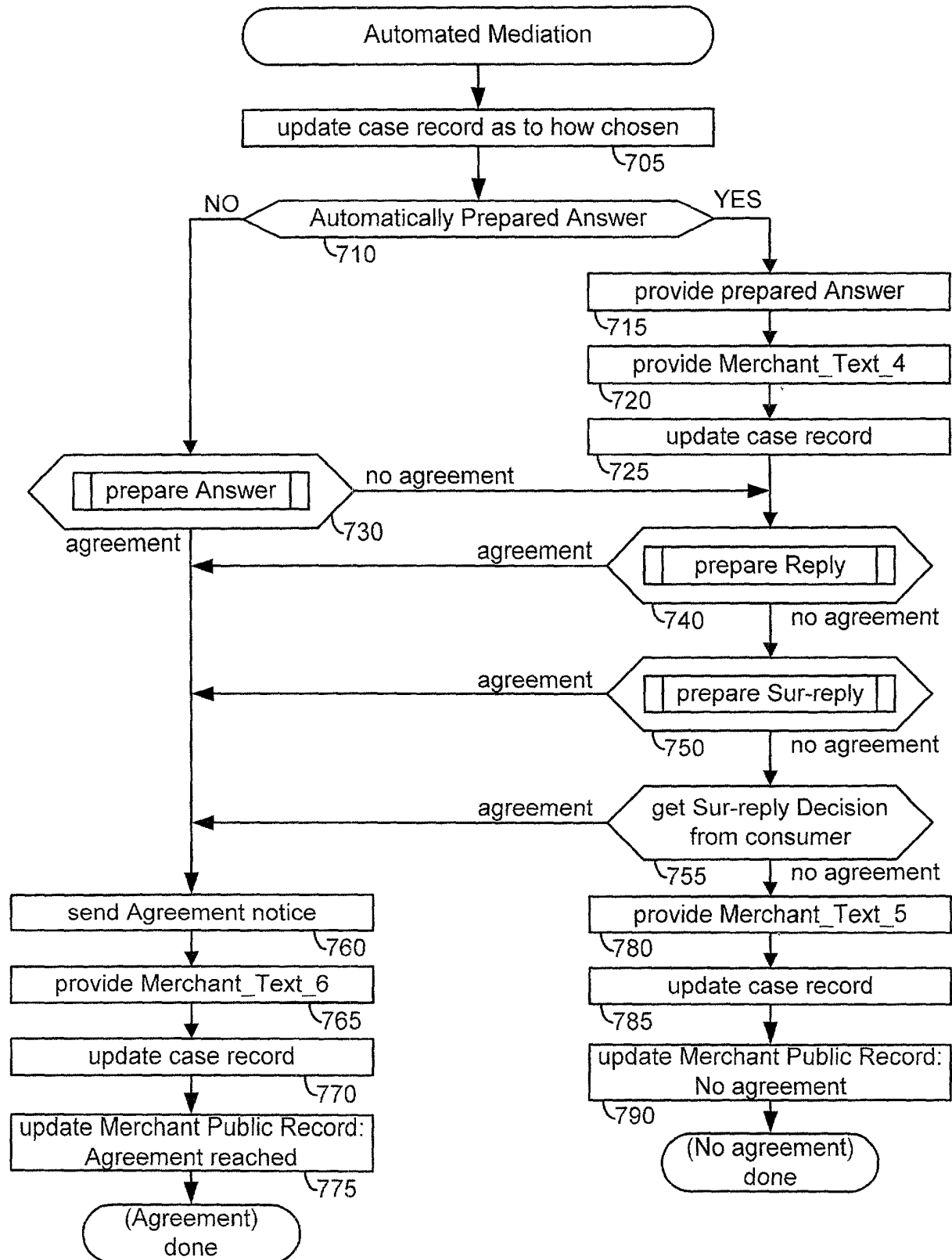


FIG. 8A

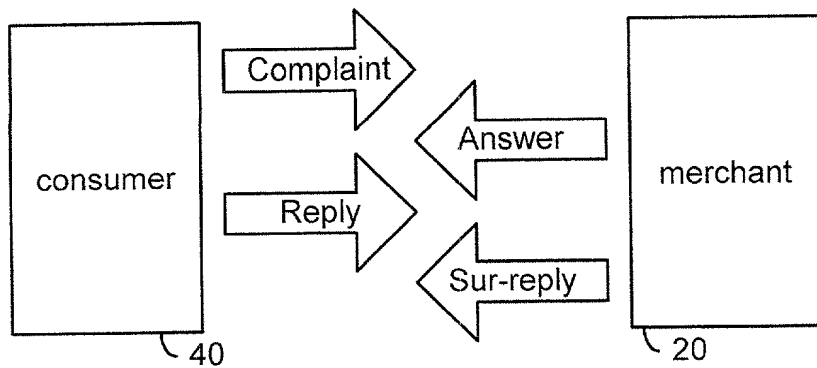


FIG. 8B

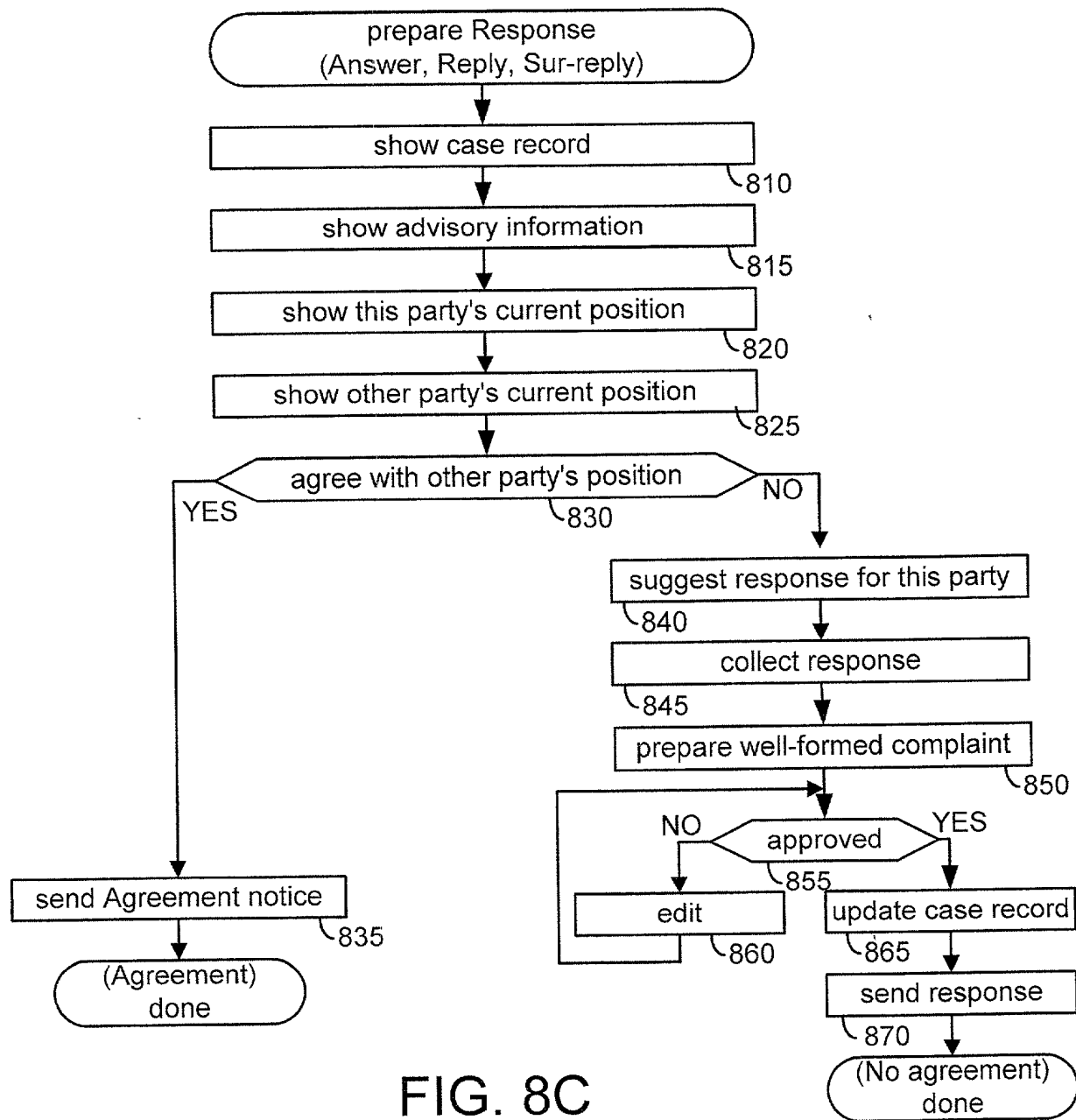


FIG. 8C

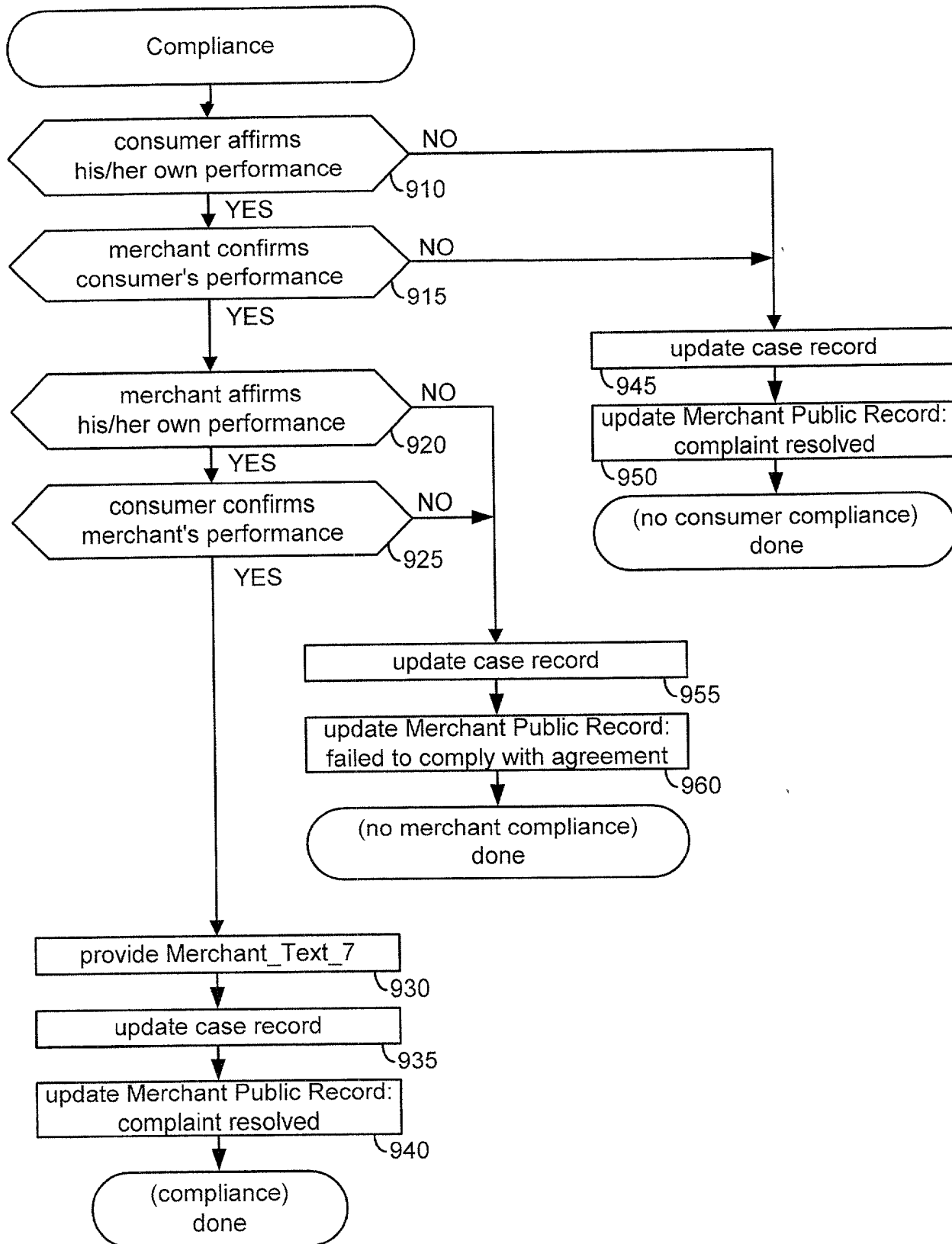
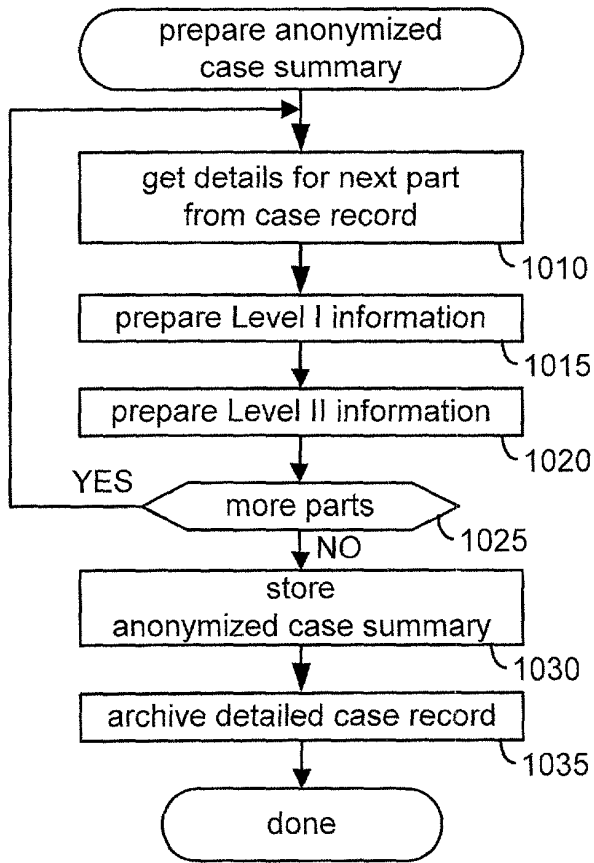


FIG. 9

FIG. 10B



CASE RECORD

case ID no.	filing date
consumer registration ID	
merchant registration ID	
complaint info	
business rules & affiliated org. rules at start of case	
system version used for processing	
procedural history, datestamped	
attachments: messages exchanged documents uploaded	

ANONYMIZED CASE SUMMARY

Part 1	case ID no.
	consumer demographics, Level I
Part 2	consumer demographics, Level II
	merchant demographics, Level I
Part 3	merchant demographics, Level II
	procedural history, Level I
Part 4	procedural history, Level II
	resolution description, Level I
	resolution description, Level II

FIG. 10C

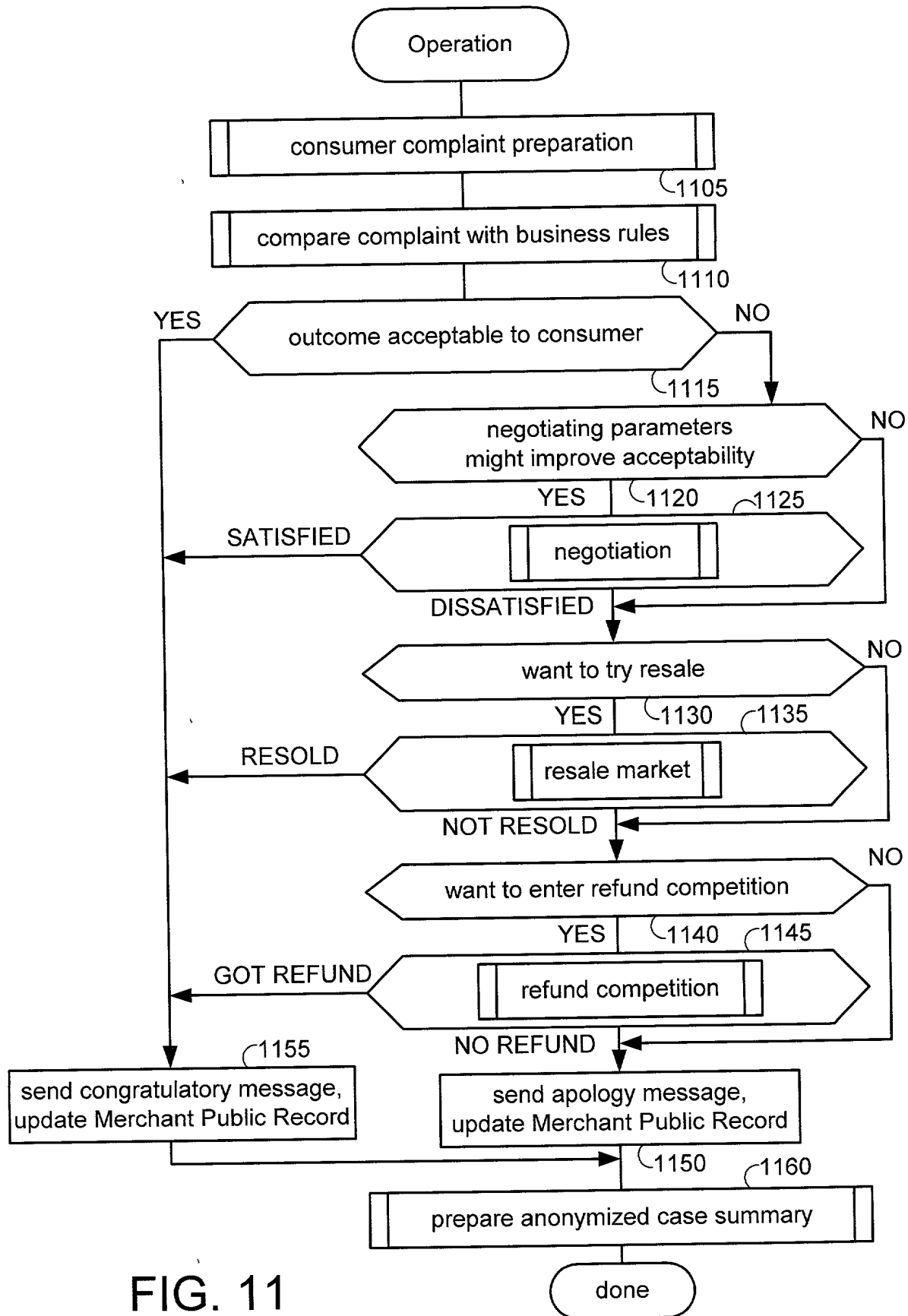


FIG. 11

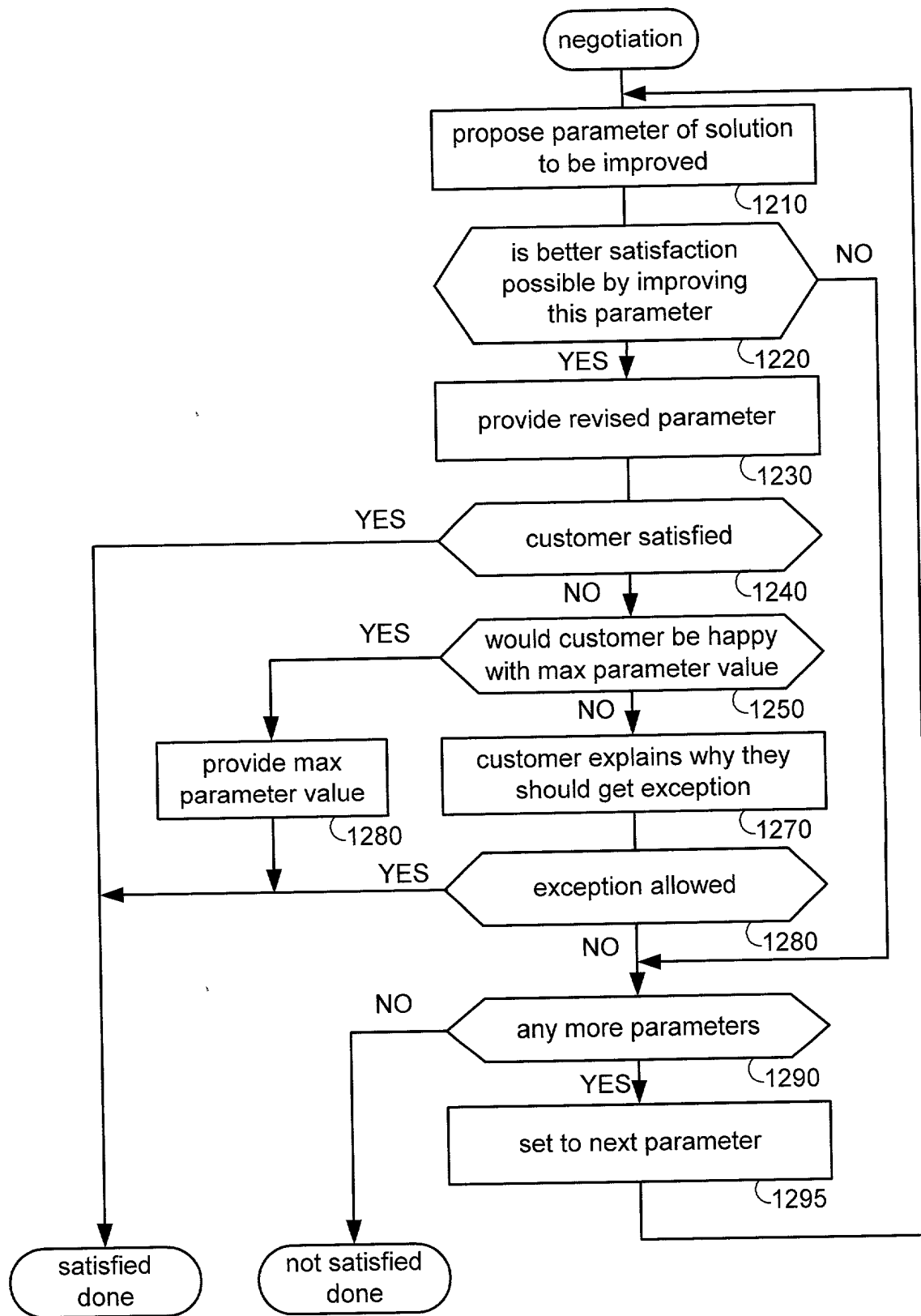


FIG. 12

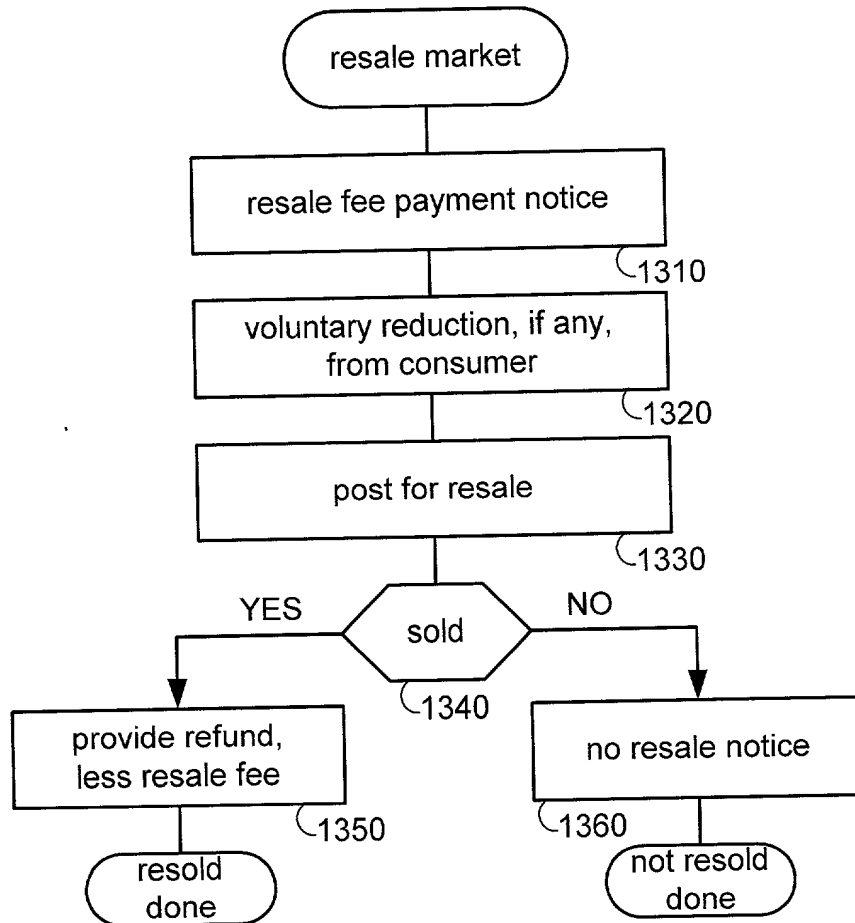


FIG. 13

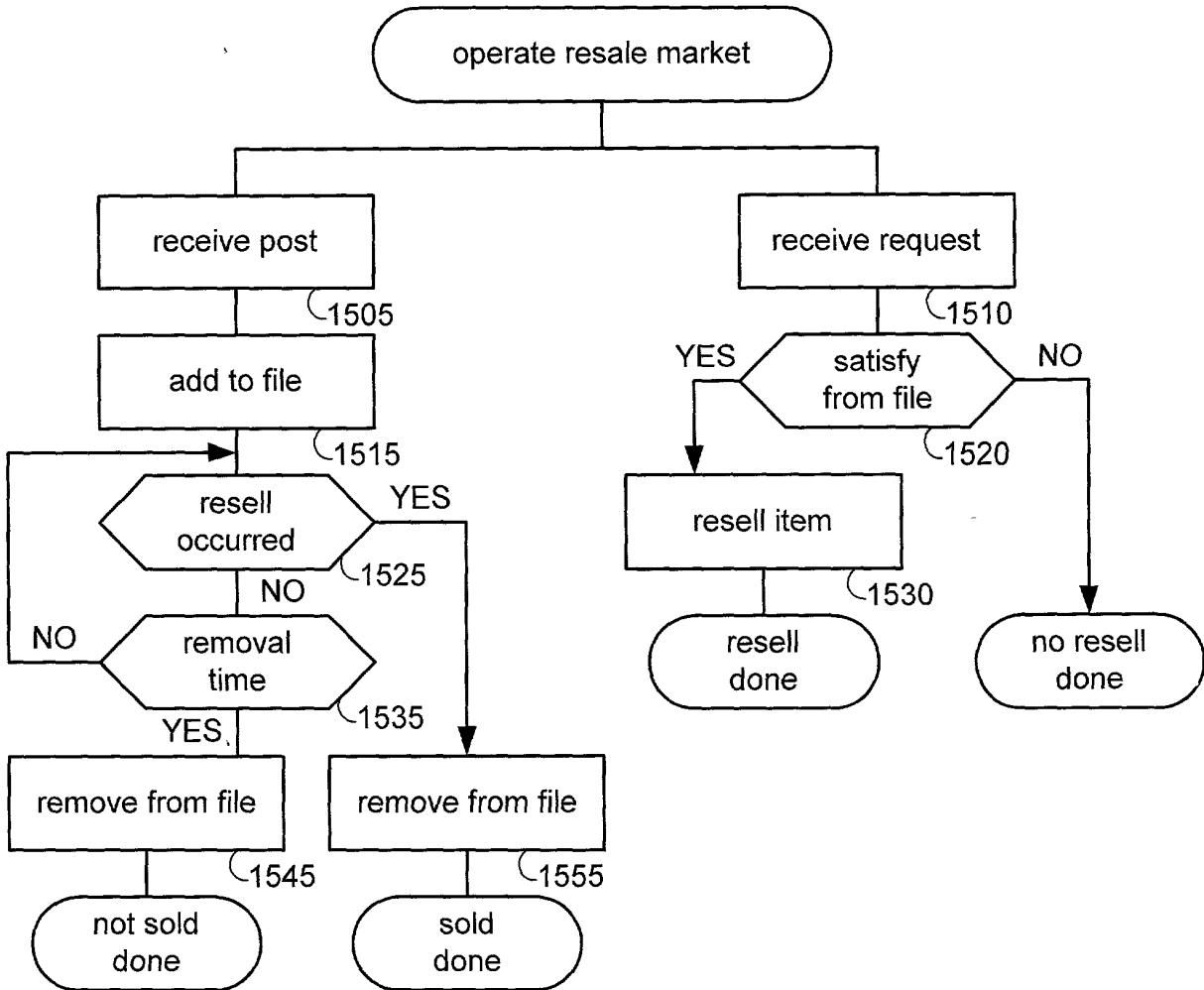


FIG. 14

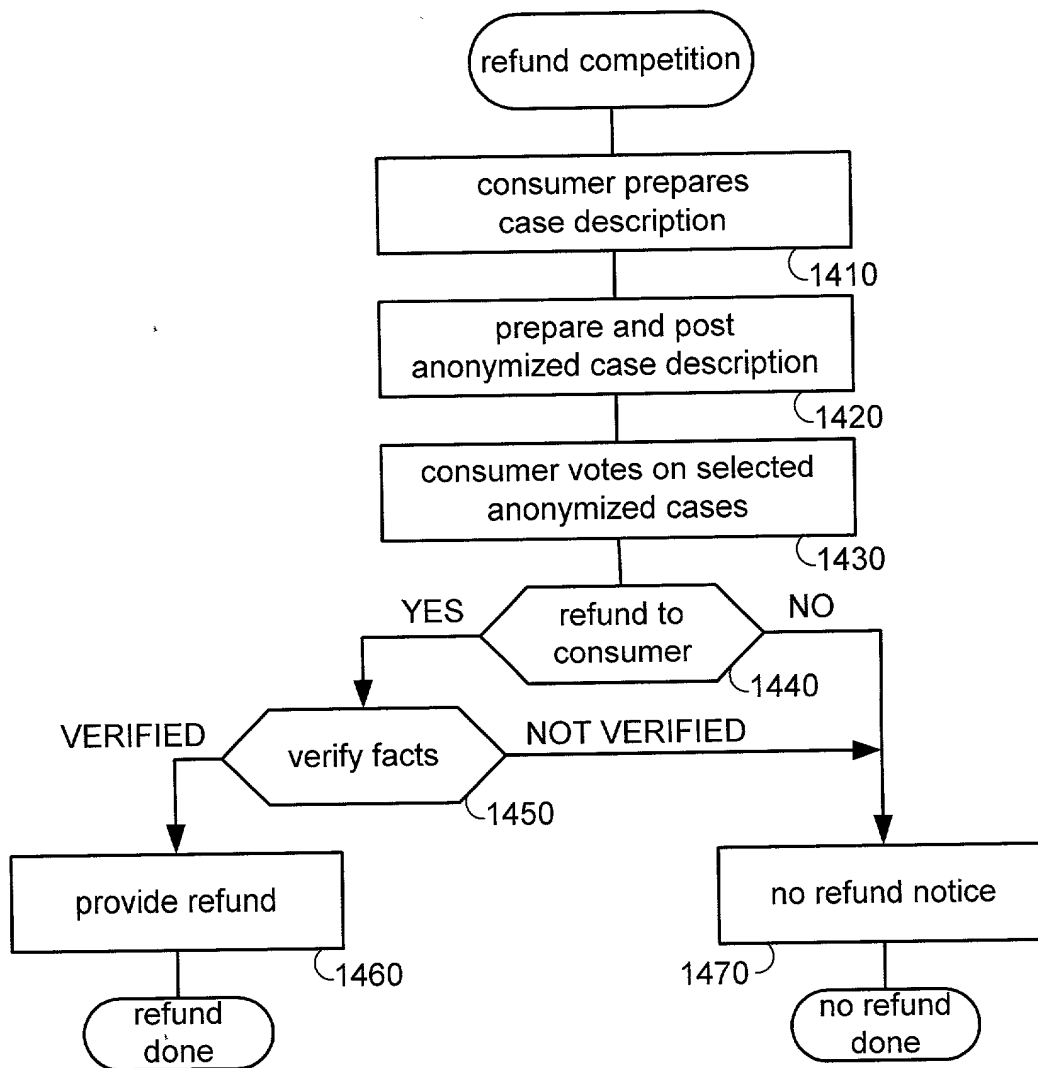


FIG. 15

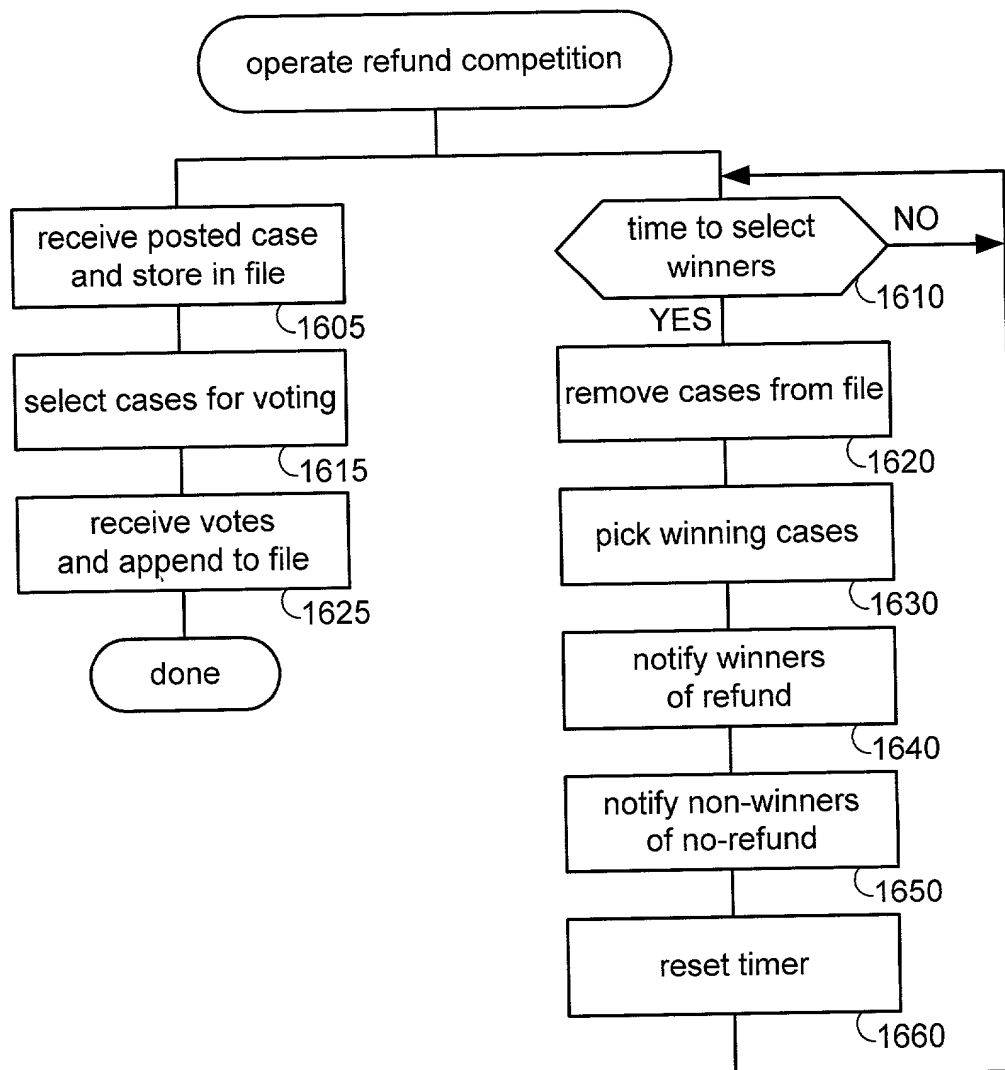


FIG. 16